CITY OF NEWARK
Delaware

RFP NO. 14-03

UNIFIED PARKING MANAGEMENT SOLUTION

ADDENDUM NO. 1

December 10, 2014

Below are answers to questions that have been posed by prospective bidders.

1. Does the City require a License Plate Reader as part of this proposal, or only the capability to incorporate at a later date? System must have the capability
2. Does the City require Pay-by-Cell service as a part of this proposal, or only the capability to incorporate at a later date? System must have the capability
3. Would the City provide insight into how the points will be assigned in the category of Warranties? Ranked based on length of warranty
4. Does the City require a Parking Management software that allows for "ability to disable fields, define fields as required, change field titles and associate default values by user ID" as referenced in Exhibit A, Software Specifications, or is this an optional feature? Limit access based on individual accounts.
5. Does the City require a Parking Management software that allows for "A single unique account number assigned to each customer" or is this an optional feature? A single unique account number assigned to each customer
6. Would the City provide further detail on the gate card and space assignment capability needed within the software? No further detail at this time.
7. Would the City provide additional detail on payment plan procedures? Please specify your payment requirements in your Price Proposal.
8. Does the City require the vendor to provide a web services API to access all parking citation information? Yes refer to RFP
9. How many tickets does the City issue each year? 27,000
10. How much revenue for parking citations was collected in 2012 $611,500. 2013 $613,000. and to-date in 2014?
11. How many PCs require access to the Parking Ticket Management software? 8 consecutive users at once
12. Does the City require that the vendor provide a PC and printer for handheld data transfer? NO
13. What is the total number of currently unpaid tickets that were issued in 2013? 3,400 unpaid tickets
14. What is the total amount of currently uncollected revenue for tickets issued in 2013? $65,000,00
15. How many cash drawers and receipt printers does the City require? None

16. Is the City interested in the vendor entering handwritten tickets, processing mailed-in payments or answering violator calls? NO

17. Does the City have a preference for pricing options between: all inclusive per-ticket fee, percentage of revenue collected to be billed by vendor, or monthly fee? Please feel free to quote both ways

18. Would the City prefer that handheld ticket stock be incorporated into the pricing, or will the City purchase its own tickets? Yes, incorporate into the pricing

19. Page 14: Payment and Cash Management - Does the City need receipt printers, cash drawers and PCs? If so, how many, and at what location(s)? NO

20. Page 15: Notice and Letter Generation - Please provide samples of each notice and letter in use today.   Is the City set on printing and mailing documents itself? would the City be interested in using he vendor's digital printing service to save on mailing costs? Please feel free to quote if you provide this service

21. Page 16: Data Import/Export - Is the file layout going to be Columns or Crystal Report Designer layout? Please reference RFP

22. Page 16: Web services - Is the City willing to use the vendor's public-facing web system for violators to view citation information and make online credit card payments? YES

23. Page 17: Booting/Towing - How many boots are placed annually? How many tows! 200 Boots annually

24. Page 17: Application Development Rights - Please clarify what is meant by "non-commercial" application development? Please see Application Development Rights – page 17

25. Qualification Section #5. The request asks for documentation listing engagements over the past 5 years. Specifically, how many references does the City seek? 3 municipal reference

26. Will the City consider a piece handheld unit? YES